

Electronic Acknowledgement Receipt

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|---|---|
| EFS ID: | 2606841 |
| Application Number: | 10826160 |
| International Application Number: | |
| Confirmation Number: | 8619 |
| Title of Invention: | Processing service requests for product support with indexed and clustered answer objects |
| First Named Inventor/Applicant Name: | Hua-Jun Zeng |
| Customer Number: | 22801 |
| Filer: | David Steven Thompson/Pam Arsondi |
| Filer Authorized By: | David Steven Thompson |
| Attorney Docket Number: | MS1-1892US |
| Receipt Date: | 18-DEC-2007 |
| Filing Date: | 15-APR-2004 |
| Time Stamp: | 14:56:43 |
| Application Type: | Utility under 35 USC 111(a) |

Payment information:

| | |
|------------------------|----|
| Submitted with Payment | no |
|------------------------|----|

File Listing:

| Document Number | Document Description | File Name | File Size(Bytes) /Message Digest | Multi Part /.zip | Pages (if appl.) |
|-----------------|----------------------|------------|--|------------------|------------------|
| 1 | NPL Documents | BT9708.PDF | 370321 4c4f08d34fe51331a1be5475d883090 08a1576 | no | 7 |

Warnings:

Information:

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|---|---------------|------------|--|----|---|
| 2 | NPL Documents | BW8573.pdf | 251704 b6cd0a64886cea4368237a10c04e406 21fe8b5f2 | no | 4 |
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| 3 | NPL Documents | BW7851.pdf | 341809 46c44c5690ce2401a2741d6a244c68b7 7db10a2a | no | 6 |
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| 4 | NPL Documents | BW7808.pdf | 547813 4e34ad8fe436c95ae5714f4766fc5b168 5e9370e | no | 8 |
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Information:

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| 5 | NPL Documents | BW7855.pdf | 356769 ad9889616837cf0b15a8aedd55a4104e 5795e196 | no | 6 |
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| 6 | NPL Documents | BW7846.pdf | 333604 9d5a66a931e8bc9453b062b28bfa8241 fb4d068e | no | 6 |
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| 7 | NPL Documents | C66932.PDF | 318610 e79f014ff6a9ffae85b95afe3d2d9057dd bf20b1 | no | 4 |
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Warnings:

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| 8 | NPL Documents | C66928.PDF | 304146 c79e59cd35141bca5ac210b53df66c14 929e61c7 | no | 4 |
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Warnings:

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| 9 | NPL Documents | BW7819.pdf | 220947 7cd5421d2aca682c0a4199d710574fb6 a72774ba | no | 4 |
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Warnings:

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| 10 | NPL Documents | C66930.PDF | 495656 77c6188cb5e2eea0f4ee6b9c2b1cfc8b9 6c24694 | no | 6 |
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If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

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If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

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